

COURSE	DATE	TIME	LOCATION	REMARKS
CARES	Waiting List	8:30 – 12:00	Sacramento Pacific Bell Executive Briefing Center	Must have: <ul style="list-style-type: none"> <li>• Student's name</li> <li>• SSN</li> <li>• User address with zip</li> <li>• TN</li> <li>• Fax</li> <li>• Email address</li> </ul>
<b><u>ADDITIONAL REMARKS:</u></b>  A minimum of 15 participants is required in order to set a class date. Customers can sign-up to be placed on the waiting list. Notices will be sent out to announce the date and times for this class.				
<b><u>DESCRIPTION:</u></b>  Course is designed to give State Telecom administrators a working knowledge of a web-based trouble reporting and review system.  CARES provides the following functionality: <ul style="list-style-type: none"> <li>• Entry of a new trouble on a PB circuit or telephone number</li> <li>• View status of an open trouble ticket</li> <li>• View status of all trouble tickets entered via CARES</li> <li>• Initiate a Mechanized Loop Test (MLT) for a PB telephone number</li> <li>• View trouble history of a PB telephone number (past 90 days)</li> <li>• View trouble history summary of a PB circuit (past 12 months)</li> <li>• View trouble history full report of a PB circuit (past 60 days)</li> <li>• View a list of outages messages</li> </ul>				